QA Audit W22

📅 **date of audit:** 28.05.2025

📗 **QA reviewed by:** Ulf Borg

☎️ **date of interaction:** 27.05.2025 Conversation URL

📁 **query / topic:**

Issue: The customer contacted Klarna regarding a payment issue with a monthly invoice that was not processed correctly.

Outcome: The agent informed the customer that the payment was ongoing and suggested waiting for the resolution. The customer accepted this information and ended the call.

⬆️ **Positive notes:**

Good asking questions to find out more. You said that the invoice now is in progress and handled the call quickly.

1) **Compliance:**
Did the agent meet all compliance-critical requirements, including secure handling of customer information and logging the contact clearly to support insight and improvement? ✅

2) **Effective Communications**

Did the agent communicate effectively and professionally throughout the interaction, from the initial greeting to the closing message? ✅

3) **Understanding the Customer's Issue**

Did the agent accurately understand and address the customer's issue using all available resources and communication methods effectively? ✅

4) **Resolution and Next Steps**

Did the agent clearly and comprehensively communicate the resolution and next steps, including specific actions, timelines, and guidance for future issues? ✅

✅/❗ ***Audit passed or failed:***

100% Passed